# RETURNS FORM

**PLEASE COMPLETE THE DETAILS BELOW TO HELP US DEAL WITH YOUR RETURN QUICKLY, AND ENCLOSE THIS FORM INSIDE YOUR PARCEL.**


culture vulture

**Keswick House, Branthwaite, Workington, Cumbria CA14 4ED**

Tel: **0333 240 6178**
Email: **service@culturevulturedirect.co.uk**


**We hope you are pleased with your order.** If anything you have ordered does not live up to your expectations just return it to us unused, in its original packaging, for an exchange or refund within 30 days. Unless the item is faulty, return postage will be at your cost. It is important that the goods are returned in the best possible condition so please pack them appropriately.

### LARGE ITEMS

To return any large item or piece of furniture please first contact our customer services team.

### FAULTY GOODS

Should you believe an item to be faulty, please contact Customer Services to discuss your concerns and for advice on returning the item at our expense.

### EXCEPTIONS

We are sorry but, food and self-assembly furniture (once partly or wholly assembled) cannot be refunded or exchanged unless faulty. Earrings may only be returned if the seal on the bag is unbroken (unless faulty).

### REFUNDS

We will refund you within 14 days of the goods being returned to us. If the order is returned in its entirety within 14 days, we will also refund your original delivery charge. **Please see our website for full terms and conditions.**

### CONTACT

Call our customer service team on **0333 240 6178** (Mon- Fri 9am - 7pm, Sat 9am - 5pm) or email **service@culturevulturedirect.co.uk**

### TO RETURN AN ITEM

This completed returns form must accompany your returns parcel. We recommend you obtain a Certificate of Postage as you are legally responsible for the goods until they reach us.

Our returns address is:
**Keswick House, Branthwaite, Workington, Cumbria CA14 4ED**

### NAME & ORDER NUMBER

Name:

Order No:

### FOR EXCHANGES ONLY

If the new items are cheaper, we will refund the difference. If the items cost more, please enter payment details below:

**Cheque Enclosed**

(Payable to Culture Vulture) value: £

**Charge my credit card**

Visa ☐ MasterCard ☐

Card No.

Expiry ☐☐/☐☐ Security Code ☐☐☐

Signature

**REASON CODES** (ENTER BELOW)

1. Damaged on arrival
2. Faulty
3. Wrong item received
4. Wrong item ordered
5. Poor value for money
6. Quality not as expected
7. Too large
8. Too Small
9. Delivered too late
10. Not as described in catalogue
11. Duplicated delivery
12. Changed my mind
13. Not as illustrated in catalogue

**COMMENTS**

| SKU | DESCRIPTION | QTY | REASON CODE | EXCHANGE | REFUND | NEW ITEM CODE |
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